4 CHAPTER: Create and Maintain Claim Information

4.1 Overview

The Department of Taxation (TAX) is responsible for administering the Virginia Set-Off Debt Collection Program, commonly called the Set-Off Program.

The Set-Off Program is designed to help agencies collect money owed to them. If a debtor owes money to an agency participating in the program (a Set-Off Agency) and is due any payments or refunds from the state, the amount of the debt is deducted from the amount of the payment or refund the debtor receives.

Once your agency is registered as a Set-Off Agency, you can initiate the Set-Off process by submitting a claim for money that a debtor who is also a TAX debtor owes you. Then, whenever your debtor overpays his or her taxes, is due a vendor payment from the Department of Accounts (DOA) or a Decentralized Agency (DCA), or is due a payment from the state Lottery, that money is matched against your claim. Rather than paying the debtor, TAX will send the money to your agency to offset the debt.



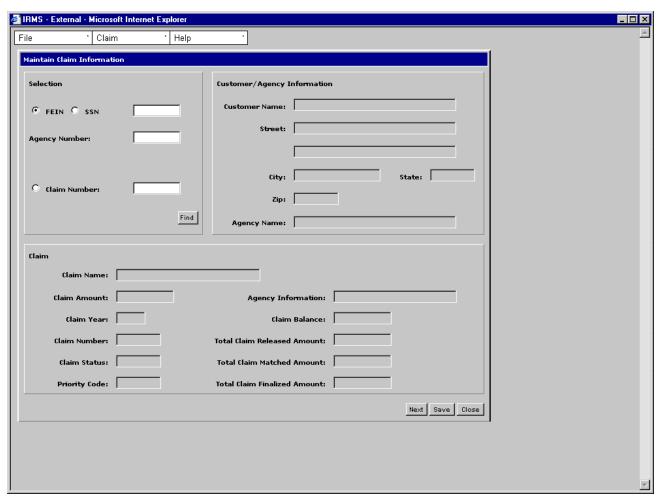
Note: As a Set-Off Agency, you have a designated Set-Off Debt Coordinator (SODC) assigned to administer the Set-Off Program within your agency.

On-line claims from Set-Off Agencies are entered into IRMS using the IRMS Web Application. You use the Maintain Claim Information window to:

- Create a new claim
- Modify an existing claim
- Delete a claim
- Reinstate a deleted claim

Maintain Claim Information Window

The illustration below is the Maintain Claim Information window.



Maintain Claim Information Window Fields

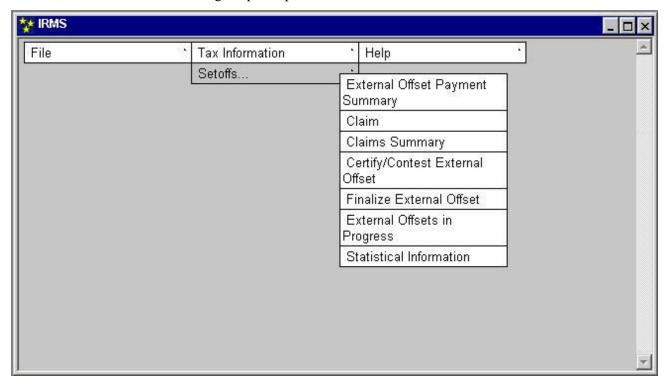
The table below lists the fields in the Maintain Claim Information window and provides a brief description of each.

Field	Field Type	Description
FEIN/SSN	Required	Used to search for a debtor (FEIN for a business debtor, or SSN for an individual).
Agency Number	Required	Your set-off agency identification number.
Claim Number	Optional	A unique identifier assigned by IRMS for a new claim and used to locate an existing claim.
Customer Name	System Generated	The name of the Debtor as it appears in IRMS.
Street	System Generated	Street of residence or business.

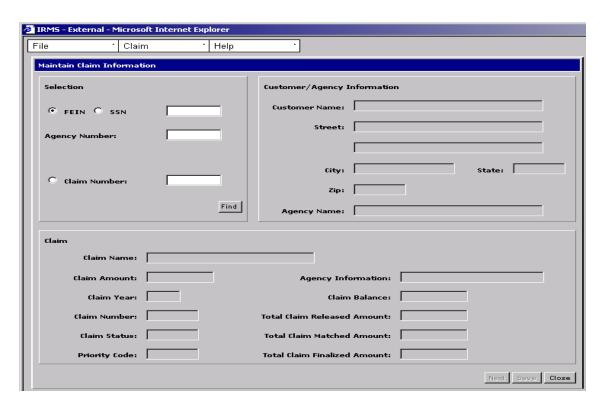
Field	Field Type	Description
City	System Generated	City of entity.
State	System Generated	State of entity.
Zip	System Generated	Zip of entity.
Agency Name	System Generated	Name of your agency.
Claim Name	Required	The name of the Debtor identified by the SSN or FEIN.
Claim Amount	Required	The dollar amount of the claim (must exceed \$4.99).
Agency Information	Optional	This is a free form text field used by Setoff Agencies as a means to identify the debt. You may enter anything you like that is meaningful to your agency as a reference to this debt.
Claim Year	Required	Defaults to the current year (format is YYYY). If the current date is between Nov. 1 and Dec. 31, then you may enter the following year.
Claim Number	System Generated for New Claims. Required when changing or deleting existing claims.	A sequential number that identifies the claim.
Claim Status	System Generated	The status of the claim.
Priority Code	System Generated	Your agency's priority code that is used in matching claims.
Claim Balance	System Generated	The amount of the claim that remains unpaid.
Total Claim Released Amount	System Generated	Total amount of claim released in the system.
Total Claim Matched Amount	System Generated	Total amount of resources matched to the claim.
Total Claim Finalized Amount	System Generated	Total amount of the claim when finalized.

4.2 Create a New Claim

To create a new claim, the following steps are performed:



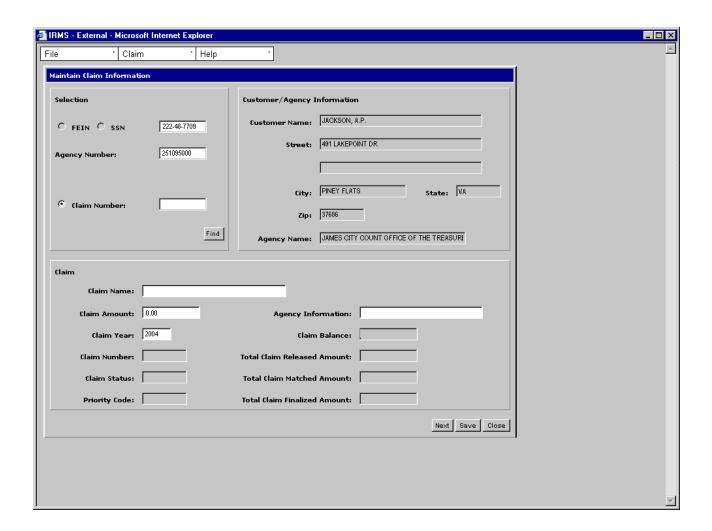
Step 1: From the IRMS Main Window, select <u>Tax Information: Setoffs: Claim</u>. The Maintain Claim Information window opens.



- **Step 2:** Select the **SSN** or **FEIN** radio button.
- **Step 3:** Type in the **SSN** or **FEIN** (no hyphens).
- **Step 4:** Type your Set-off **Agency Number**.
- Step 5: Click Find.

The results of the search are displayed in the Customer/Agency Information area of the window. You cannot change the information in these fields. The system will notify you if the debtor's FEIN/SSN or the Agency Number is not found.

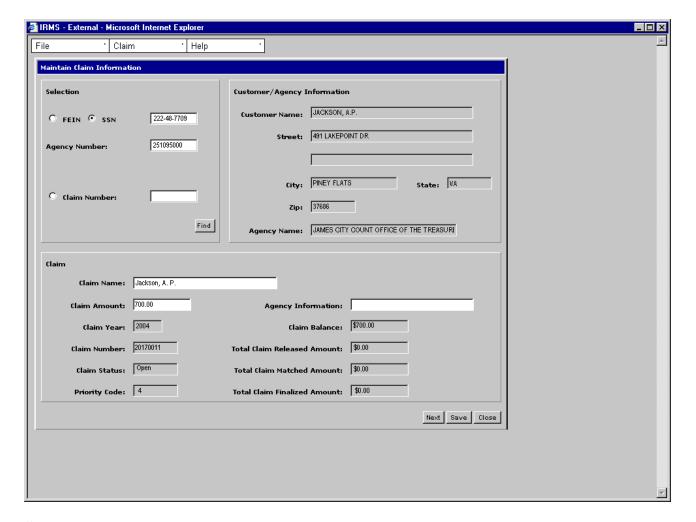
Version 1.0



- **Step 6:** Enter the **Claim Name** Last Name, First Name, MI are Required (For businesses, enter the legal business name).
- **Step 7:** Enter Claim Amount (The dollar amount of the claim; must exceed \$4.99). When entering claim amounts, enter in whole dollars only.
- **Step 8:** Enter **Agency Information**, if desired.
- **Step 9:** Enter **Claim Year**. Defaults to the current year (format is YYYY). If the current date is between Nov. 1 and Dec. 31, then you may enter the following year.
- **Step 10:** Click **Save.** A notification box displays and lists the number assigned to the newly saved claim.



Step 11: Click **OK**. The notification box closes and the information entered for the new claim is now reflected in the fields on the window.



Step 12: If entering multiple claims, click Next. The window clears so you can enter another claim.

Step 13: When finished entering all claims, click **Close** to exit this window and return to the IRMS Main Window.

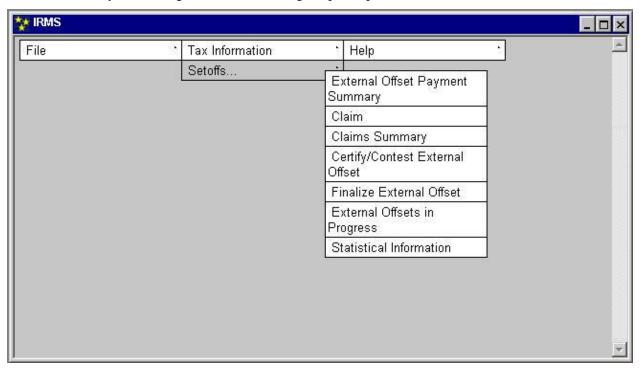
4.3 Modify an Existing Claim

In addition to creating new claims, you can also make changes to existing claims. However, there are some restrictions on making these changes:

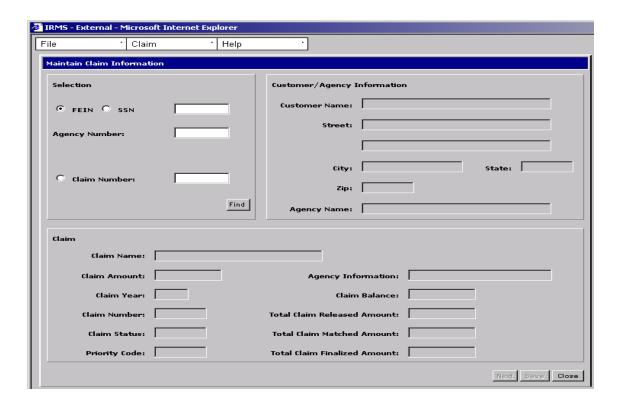
- You can only change claims belonging to your agency
- You cannot change a claim from a prior calendar year
- You cannot change a claim that has been deleted (you must first reinstate the claim before making changes; deleting and reinstating claims is discussed later in this topic)

Modify an Existing Claim

To modify an existing claim, the following steps are performed:



Step 1: From the IRMS Main window, select <u>Tax Information: Setoffs: Claim</u>. The Maintain Claim Information window opens.



- Step 2: Select the Claim Number radio button.
- Step 3: Type the Claim Number.
- Step 4: Click Find.

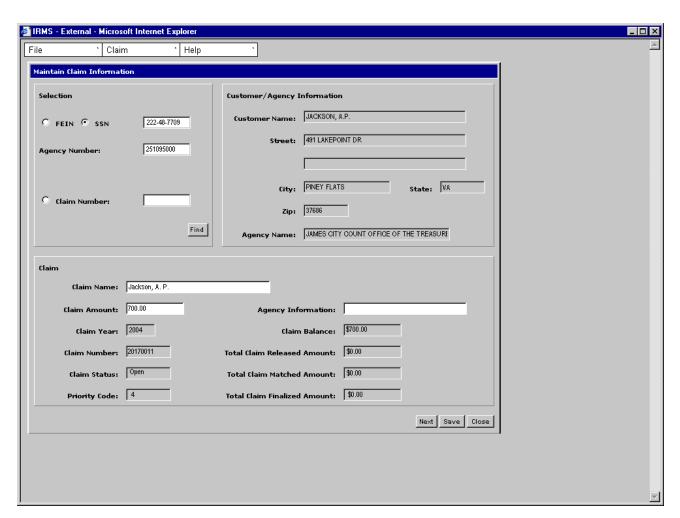
The results of the search are displayed in the Customer/Agency Information area of the window. Before making any changes to an existing claim you should review the claim information to be sure that you have located the correct claim.



Note: You cannot modify any of the claim information the search displays on the window. However, if the claim status is Invalid, then you can modify the debtor's SSN/FEIN. If the claim has any other status than Invalid, then these fields are disabled (as shown on the screen that follows).

Version 1.0

4-9

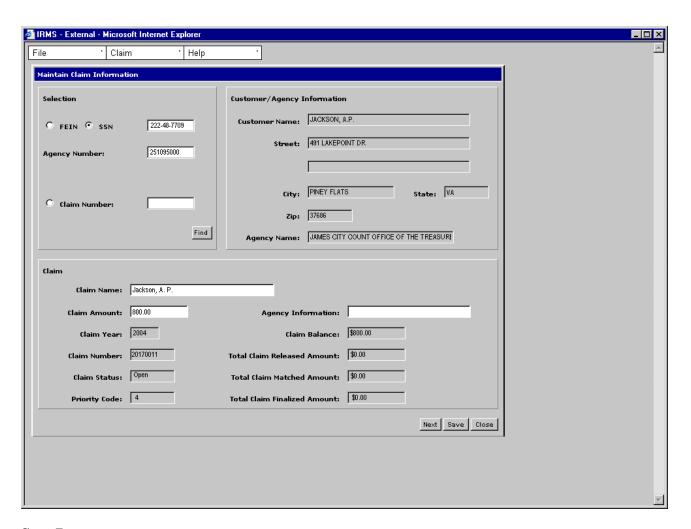


Nota: I

Note: It is important to check the Claim Status field. Claims in Deleted status cannot be changed.

- **Step 5:** Type the changes in the appropriate fields.
- Step 6: Click Save.

The screen refreshes with the updated information displayed.



Step 7: Click Close to exit this window and return to the IRMS Main window or click Next to clear the window so you can perform another claims task.

4.4 Delete a Claim

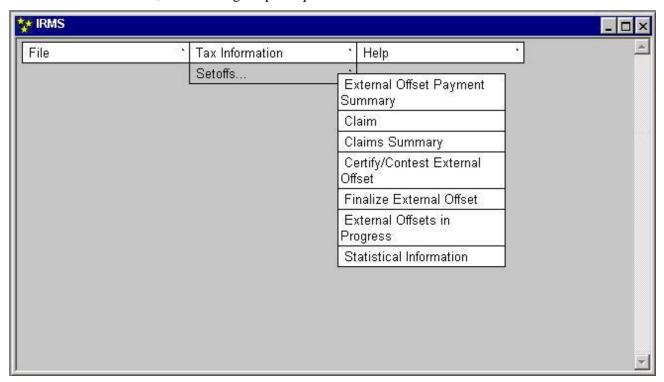
In addition to creating new claims and updating existing claims, you can also delete an existing claim. Typically, you will delete a claim if the debtor pays the debt in full, or you discover that the debtor is not liable for the debt.

However, there are some restrictions on deleting a claim:

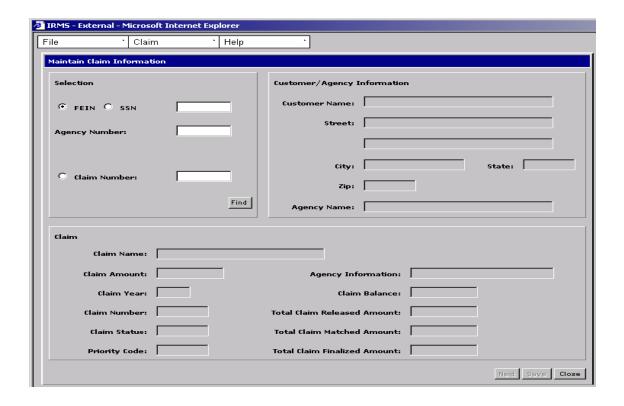
- You can only delete claims belonging to your agency
- You cannot delete a claim from a prior calendar year
- You cannot delete a claim that has been previously deleted

Delete a Claim

To delete a claim, the following steps are performed:



Step 1: From the IRMS Main Window, select <u>Tax Information: Setoffs: Claim</u>. The Maintain Claim Information window opens.

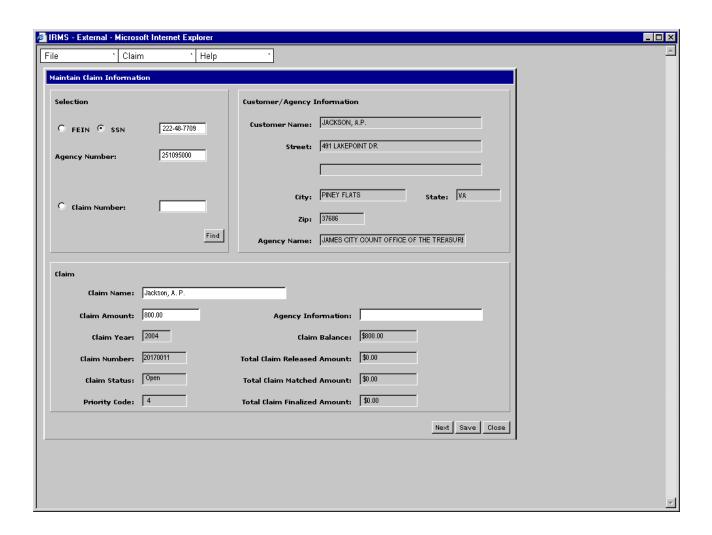


- **Step 2:** Select the **Claim Number** radio button.
- Step 3: Type in the Claim Number.
- Step 4: Click Find.

 The window now displays the claim you want to delete.

Note: You should always verify you have located the correct claim before you delete it.

4-13



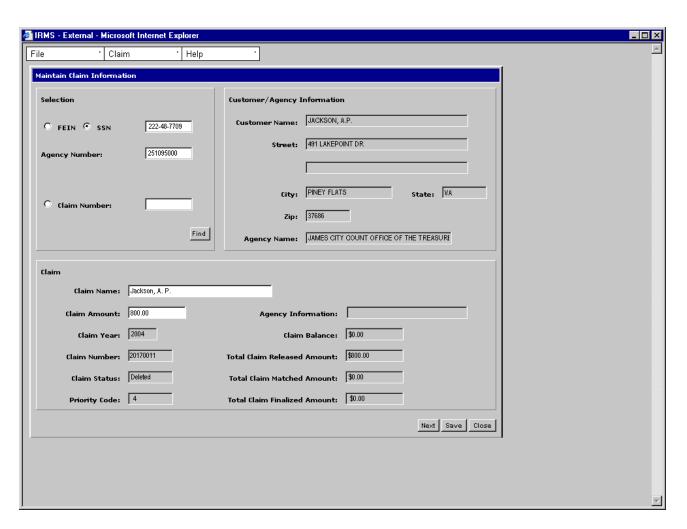
Step 5: Select <u>Claim: Delete</u>. A notification displays asking if you are sure you want to delete this claim.



Step 6: Click **OK** to delete the claim.

IRMS sets the claim status to Deleted. Additionally, IRMS displays the updated status in the Claim Status field and the deleted claim amount in the Total Claim Released Amount field.

Note: If you do not want to proceed with deleting the claim, click Cancel to abort the delete process.



Step 7: Click Close to exit this window and return to the IRMS Main Window, or click **Next** to clear the window so you can perform another claims task.

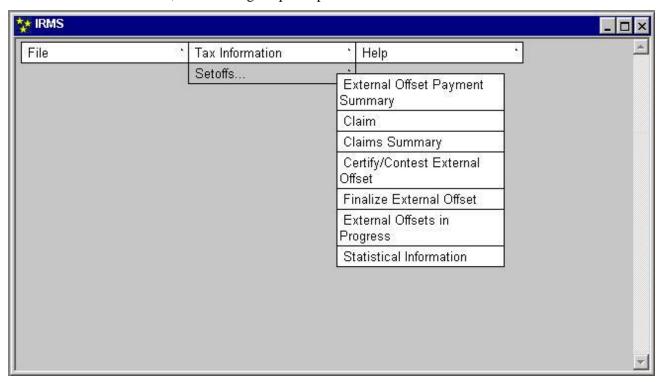
4.5 Reinstate a Deleted Claim

Once you have deleted a claim you can also reinstate the claim with these restrictions:

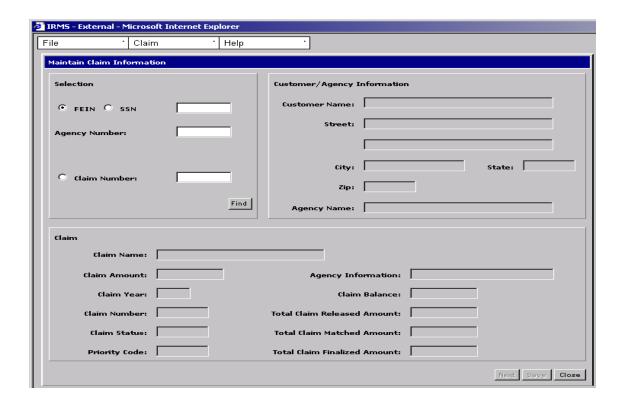
- You can only reinstate claims belonging to your agency
- You can only reinstate a claim for the current calendar year
- You can only reinstate a claim with a status of Deleted

Reinstate a Deleted Claim

To reinstate a claim, the following steps are performed:



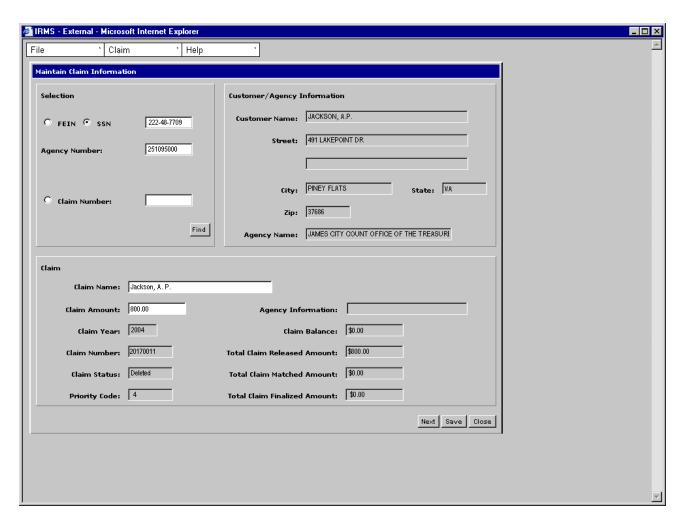
Step 1: From the IRMS Main Window, select <u>Tax Information: Setoffs: Claim</u>. The Maintain Claim Information window opens.



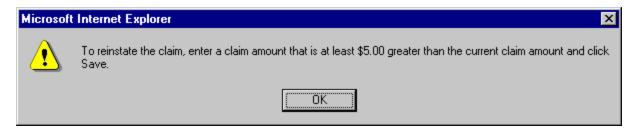
- **Step 2:** Select the **Claim Number** radio button.
- **Step 3:** Type in the claim number.
- Step 4: Click Find.

The window now displays the information about the claim you want to reinstate. Remember that the Reinstate menu option is inactive unless the claim status is deleted.

Version 1.0

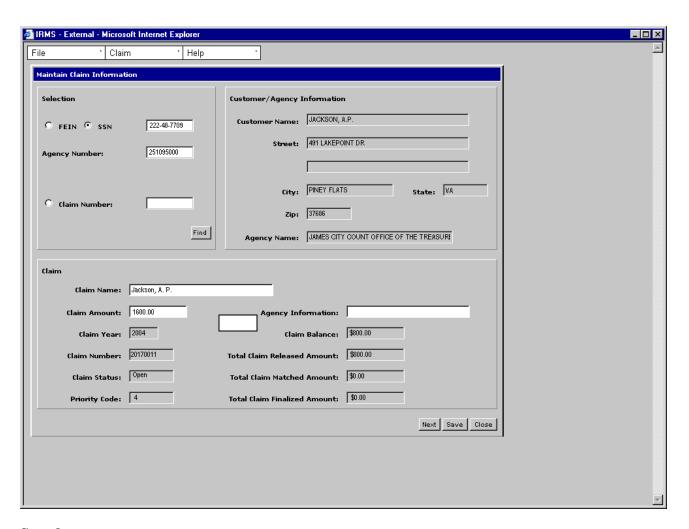


Step 5: Select <u>Claim: Reinstate</u>. A notification displays regarding reinstating the claim. To reinstate a deleted claim, you must enter a new Claim Amount. The new amount must be the previously released amount, plus a new claim amount at least \$5 more than the amount of the deleted claim.



- **Step 6:** Click **OK**. The notification closes and the Claim Amount field is now empty.
- Step 7: Enter a new Claim Amount and click Save.

 IRMS reinstates the claim and sets the Claim Status to Open. Also, the previous Claim Amount has been released and is now recorded in the Total Claim Released Amount field.



Step 8: Click **Close** to exit this window and return to the IRMS Main Window, or click **Next** to clear the window so you can perform another claims task.